



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	3-1-1 TELECOMMUNICATOR
3	Posting Number	PN# 103934
4	Department	FINANCE & ADMINISTRATION
5	Division	3-1-1 HSH Call Center
6	Section	
7	Reporting Location	611 Walker
8	Workdays & Hours	Rotating Shifts

*Subject to change

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Provides general information to customers for non-emergency city services (such as water, sewer, potholes, ditches, culverts, traffic signals and signs, dangerous buildings, weeded lots and courts related matters) or transfers calls to appropriate City personnel. Researches, analyzes and resolves customers' problems and inquiries. Assists in locating personnel in the City of Houston to respond to citizens' requests for city services. May receive calls for non-dispatch police services. Subject to being on call during emergency situations. Performs other related duties as requested by supervisor.

WORKING CONDITIONS

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 lbs. May have to sit for long periods of time.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a high school diploma or GED certificate

MINIMUM EXPERIENCE REQUIREMENTS

One year of experience in a high volume telephone center environment or a high volume customer service environment is required.

MINIMUM LICENSE REQUIREMENTS

None

PREFERENCES

Prefer applicant with bilingual skills

SELECTION/SKILLS TESTS REQUIRED

None

SAFETY IMPACT POSITION

Yes No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

<u>Salary Range - Pay Grade 13</u>	
\$800 - \$1,073 Biweekly	\$20,800 - \$27,898 Annually

OPENING DATE

April 6, 2005

CLOSING DATE

Open Until Filled

APPLICATION PROCEDURES

Original applications and resumes only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1st Floor. Successful candidates will be notified of their application status. **All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. If assistance is needed, our TDD phone number is (713) 837-9496.**

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